



SENIOR SYSTEMS OPERATOR

Characteristics of Work

The positions in this family are involved in operating and monitoring a variety of systems including mainframe or minicomputer equipment, centralized networks and input/output peripheral devices. Incumbents perform preventative maintenance on equipment to achieve optimal output of devices and monitor operating systems to ensure that they are consistent with performance standards, established service levels and operating efficiencies.

The Senior Systems Operator is the specialist level where incumbents are experienced in all aspects of systems operations in at least one area. They are able to detect the nature of non-routine job or network errors or equipment failures, making adjustments before they impact systems operations. Incumbents also work independently to identify hardware, software and network problems and perform routine recovery. Incumbents may provide work leadership for staff responsible for routine support services such as scheduling, on-line reporting, peripheral operations and batch management.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Manages CPU processing, batch work, processing flow and network communication activities to ensure completion of application processing.

Ensures the efficiency of operations by detecting errors or failures and making necessary adjustments.

Participates with systems staff and vendors to resolve operating problems.

Maintains documentation on network or production procedures and problem resolution to ensure information is available when needed.

Monitors network devices and handles problem resolution for users.

Performs related or similar duties as required or assigned.

Essential Functions

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Manages system operations staff and resources to ensure integrity and completion of processing.
2. Detects and corrects non-routine job or network errors or equipment failures.
3. Performs routine recovery for hardware, software, and network problems.
4. Manages routine support services such as scheduling, online reporting, peripheral operations, and batch management.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Moderate Work: May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Depth Perception: Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

Accommodation: Ability to adjust focus.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

Experience/Educational Requirements:

Education:

An Associate's Degree from an accredited two-year college in computer science, data processing, or a related field;

AND

Experience:

Two (2) years of directly related experience.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Four (4) years of directly related experience.

Substitution Statement:

Related education and directly related experience may be substituted on an equal basis.

Interview Requirements:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.